myPassword

https://password.azbnp.gov/

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What is “myPassword”?

- It is a website that allows you to reset and change your Citrix password and also allows you to unlock your account.
- The website allows you to set security questions that grant you the capabilities to make these changes.

- No longer have to contact the helpdesk to reset your Citrix password = saving time!

- **Note:** Security questions must be set up prior to being locked out or forgetting your password!

Let's get started!

Setting up your security questions

1. Navigate to https://password.azbnp.gov/

2. Click the **Edit my Profile** link.

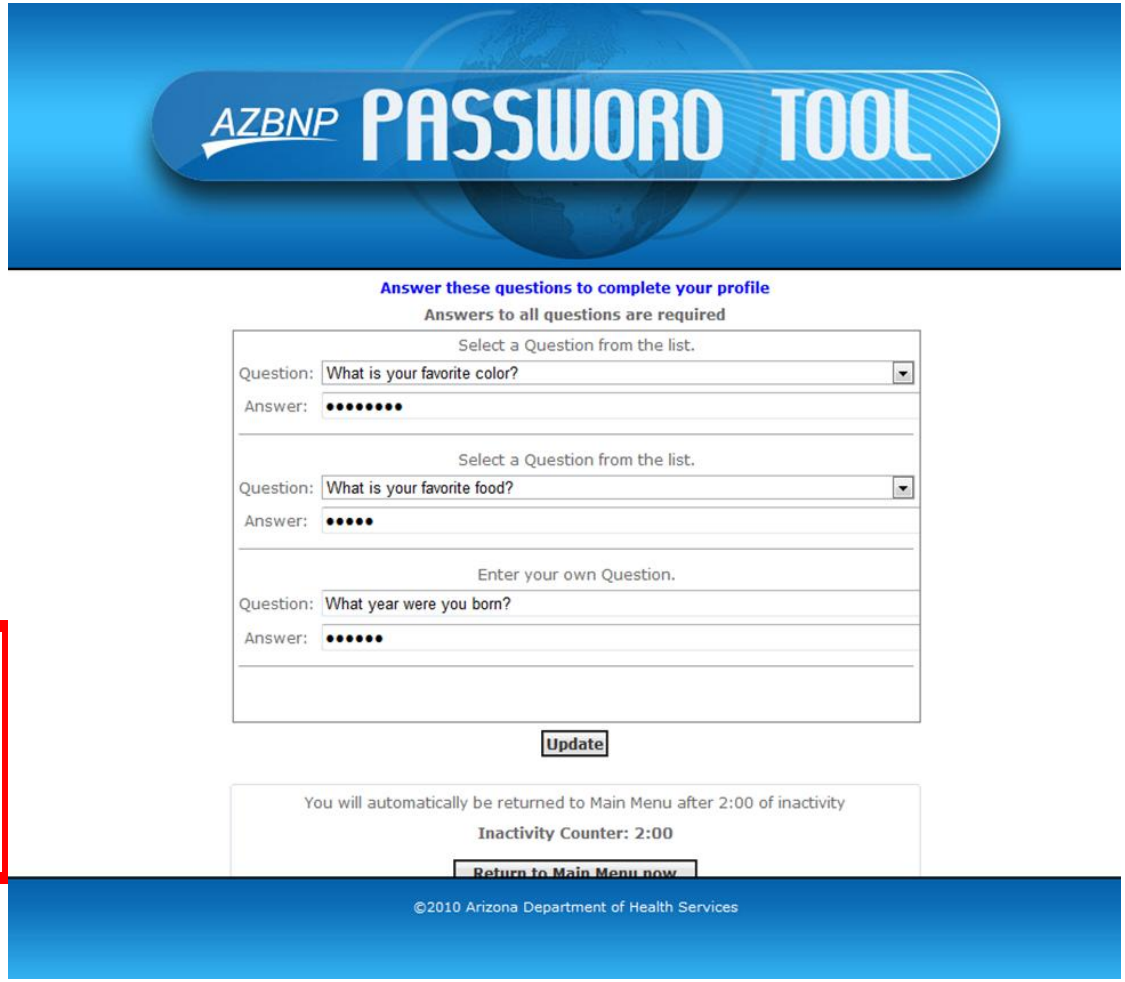
Setting up your security questions (cont.)

3. Enter your current Citrix username and password.
4. Click on the **Logon** button.

Setting up your security questions (cont.)

5. Select and answer all three security questions
6. Click on the **Update** button.

Note: You will be returned to the Main Menu screen after 2 minutes if you are inactive.



Resetting your Password

1. From the Main Menu, click on **Reset my Password.**
2. Enter your Citrix username and click **Logon.**

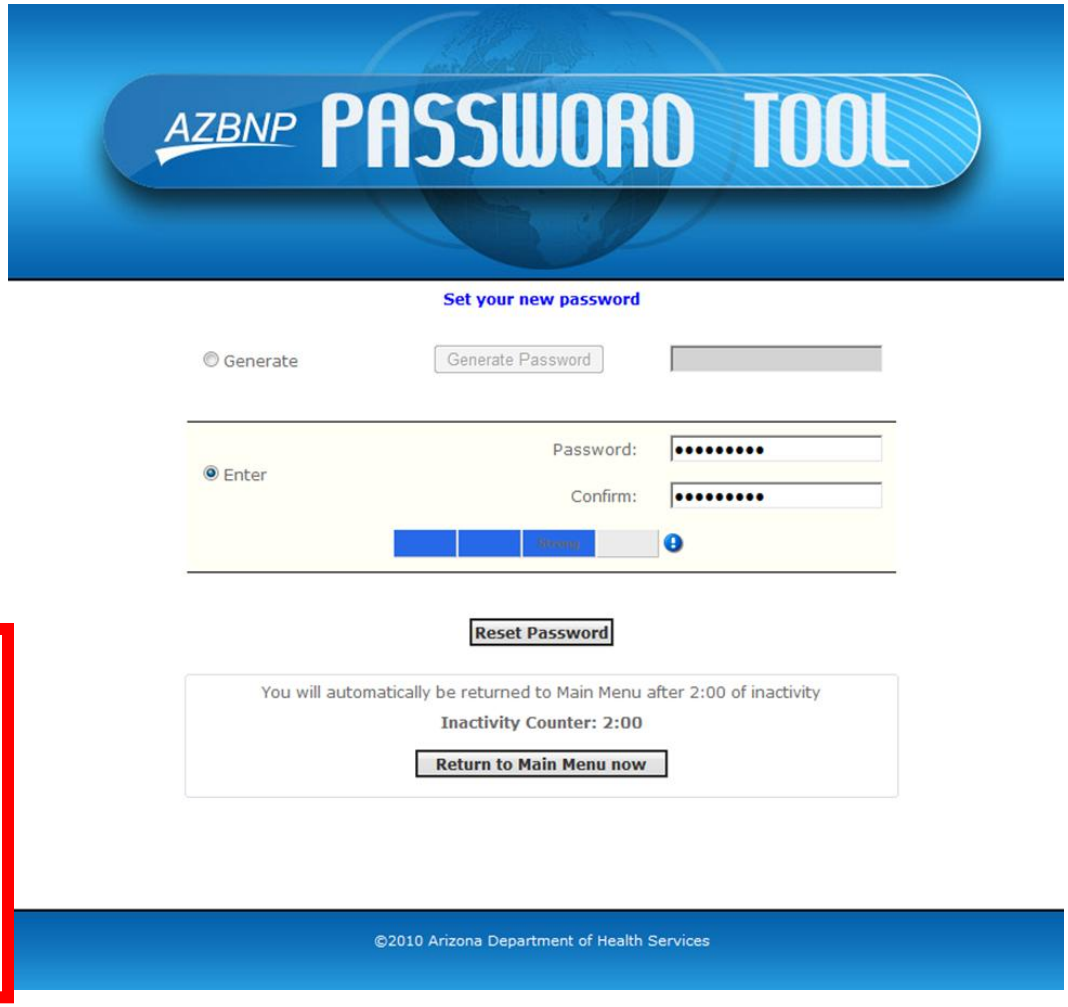
Resetting your Password (cont.)

3. Answer all three security questions and click **Continue** after each answer.

Resetting your Password (cont.)

4. Select the **Enter** radio button.

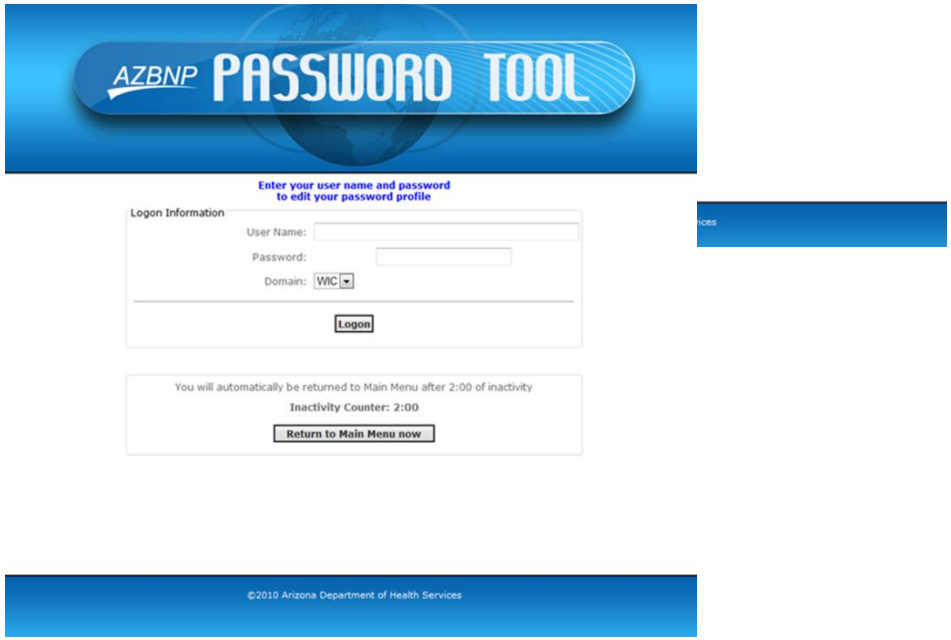
5. Enter your new password twice and click **Reset Password.**



Note: Your password must be eight characters and meet two of the three complexity requirements which are: **Upper case, Special Characters, and/or Numbers.**

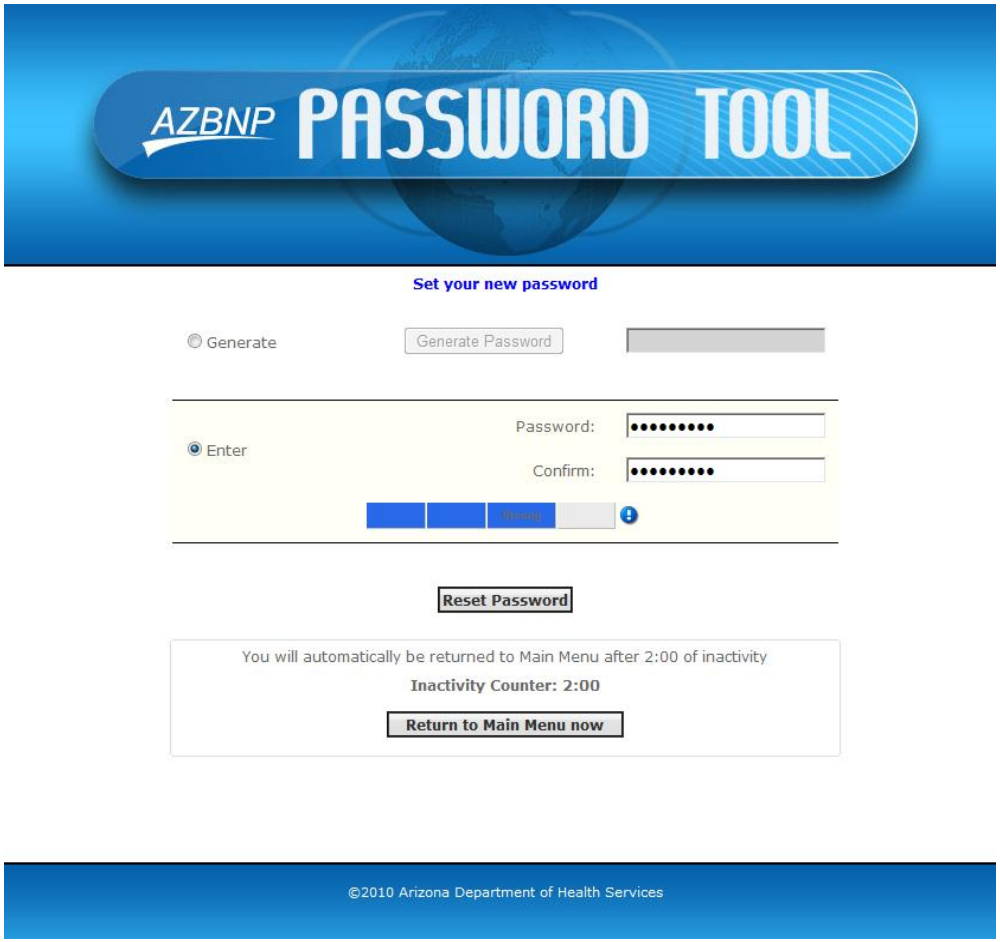
Changing your Password

1. From the Main Menu, Click on **Change my Password.**
2. Enter your Citrix username, current password and click **Logon.**



Changing your Password (cont.)

3. Select the **Enter** radio button.
4. Enter your new password twice and click **Reset Password.**



Last but not least…

Unlocking your Account

1. From the Main Menu, click on **Unlock my Account.**
2. Enter your Citrix user name and click on **Logon.**

Unlocking your Account (cont.)

3. Answer all three security questions and click **Continue** after each answer.
4. Click on **Unlock my Account** button.

Any Questions?